

WRAP 07 49001 RFQ – AMENDMENT

On page one of the RFQ, the date following “Bidder Questions Due Date & Time” shall be amended to state **6/26/06 at 1 pm.**

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$40,630.00	DHS WRAP0749001

<p>Bid Description:</p> <p>Mackinac County Wraparound Coordination</p>

Due Date For Response:
6/30/2006

Contact Person Name:	Phone #:
Terri L. Bush	(906) 643-6109
E-Mail Address:	
busht@michigan.gov	

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **WRAP 07 49001**

Bid Submission Due Date & Time: **June 30, 2006 at 1 pm**

Geographic Area to be Served: **Mackinac County**

Service Titles: **Wraparound Coordination**

Anticipated Contract Begin and End Dates: **10/1/2006 to 9/30/2009**

Method of Reimbursement: **X** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 40,630.00** per year

Issuing Office: Department of Human Services **Mackinac County**

Contact Person: **Terri L. Bush**

Telephone #: **[906] 643-6109** Fax #: **[906] 643-7467**

Email Address: **busht@michigan.gov**

Pre-proposal Conference: (Date, time, location) **June 16, 2006 2:30 pm, Mackinac Co. DHS**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **6/26/06 at 1 pm**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Mackinac County		
DHS Office		
199 Ferry Lane		
Street Address		
St. Ignace	MI	49781
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
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BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Mackinac County.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

At the Contractor's facility, and various locations in Mackinac County.

C. Client Eligibility Criteria

Eligible clients are restricted to those families referred by the DHS with child(ren) at imminent risk of removal, including:

- a. Families open to the Children's Protective Services Program.
- b. Children open to the Foster Care Program and their family members.
- c. Families and youth open to the Delinquency Services Program.
- d. Court-supervised court wards, if covered by a joint DHS/Court Child Safety and Permanency Plan.
- e. Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by the DHS and the case is open to Adoption, Children's Protective Services, Children's Foster Care or Preventive Services to Families.
- f. Families open to the Prevention Program if approved by the county DHS Director.

2. Determination of Eligibility

DHS staff determines eligibility.

D. Services to be Delivered

The Wraparound process should be based on the Michigan Wraparound Best Practice Values:

Value One: Child Well-Being(Child Centered)

- . Best interest of the child
- . Should always ensure child's needs are met
- . Permanency for the child/family
- . Reduction of transitions/disruption in their lives
- . Strengthen family relationships
- . Ensure child's voice is heard

Value Two: Family-Focused

- . Family-Centered: Consider strengths, needs, outcomes for all family members
- . Access, voice and ownership
- . Help them improve family relationships
- . Recognition that family members are interdependent on one another

Value Three: Safety (Child, Family, and Community)

- . First priority should be safety of all
- . Have open honest discussion about safety concerns
- . Safety should be a priority on team: any team member raises concern, if the team will address it by developing a plan
- . Safety should be the community's responsibility

Value Four: Individualized

- . No two plans should look the same
- . If something works for one family, it doesn't mean it works for everyone
- . There should be no menu of services
- . Individuals are complex beings so even categorical services may need to be flexible
- . Flex funds should be available to support individualization

Value Five: Cultural Competency

- . Get to know the family's traditions, rituals, etc
- . Ask what they do for birthdays, holidays, etc.
- . Think beyond ethnicity as someone's culture
- . Understand your own cultural issues and the impact that has on you

Value Six: Direct Practice and System Persistence

- . Unconditional commitment to the child/family
- . No bounce around: never give up: we are in this together
- . No blame, No shame: Change the plan instead
- . System persistence: Bust barriers of the system/fill gaps in service delivery
- . Use the strength of the child and family team to address systemic issues

Value Seven: Community-based

- . Kids and families need a link to their home community by involvement in community life
- . Research is questioning the value of treatment centers (institutional care) and supporting the use of therapeutic foster care and other community based alternative
- . Reduce isolation, teach coping/problem solving skills while they are living in the community
- . Stress and build on the strengths and decrease safety risks by developing comprehensive plans that utilize natural/community supports as much as possible

Value Eight: Strength-Based

- . Strengths are an essential ingredient in wraparound plans
- . Strengths help teams focus and build on the assets instead of focus on the problems or liabilities
- . Strengths should be reflected in all parts of the larger plan and at every intervention
- . Start and end meetings with the positive celebrate successes

Value Nine: Parent/Professional Partnership

- . Very important to share information to level playing field
- . Involve parents/kids in quality improvement and on all levels of the infrastructure
- . Relationships are conducted in a mutual “No Blame, No Shame” Fashion
- . “No decisions made without us”

Value Ten: Collaboration and Community Support

- . Recognize and utilize the strengths of the community/different agencies
- . Embrace the philosophy of “Community Children” and decrease turf issues
- . Share resources and information
- . Engage the families in opportunity to be part of the community
- . Do what makes sense and not what has always been done

Value Eleven: Social Networks and Informal Supports

- . Expand the support network for children and families

- Think about the long term support for a child and family
- Re-engage natural supports that have been lost
- Strive for independence/empower relationships

Value Twelve: Outcome Based

- Measurable Results/Accountability
- Real outcomes: What does the family want from wraparound in concrete terms
- What does the system want out of wraparound
- How will we measure data
- “Without data, you are just another person with an opinion”

Value Thirteen: Cost effective and Cost responsible

- Flex funds should be funds of last resort
- Utilize community resources as a way of engaging the community and increase being cost-responsible
- Consider the long-term effects of every decision you make regarding flex funds

Service #1 of 1: WRAPAROUND COORDINATION

1. Staffing Requirements:

Employees assigned coordinator duties by the Contractor shall possess:

- a. A minimum of a bachelor’s degree.
- b. At least two (2) years experience in the human services field.
- c. Be familiar with resources and services available in the county.
- d. Bachelor’s degree and two (2) years experience in the human services field may be waived for a parent/consumer upon the approval of the local DHS, in consultation with the Division of Community Support Services staff.

2. Activities the Contractor shall perform:

The Contractor shall:

- a. Accept referrals and create Child and Family Teams.

- 1) All referrals are presented to Community Team for Gatekeeping purposes. Referrals are accepted from designated organization or person identified by the contractee.
 - 2) Work with Community Team on technical assistance and training.
 - 3) In coordination with the family and the case manager from the referring agency, schedule, notify, and arrange location for the Child and Family Team meeting.
 - 4) Be responsible for coordinating the strength-based discovery of children and their families. The coordinator shall use visual planning techniques (i.e. bubble chart, story boarding or other planning formats), to identify the child and family's strengths and needs in multiple life domains. The process shall follow Wraparound guidelines.
 - 5) Prepare the family for Child and Family Team meeting, including discussing the meeting format, expectations and responsibilities. Query the family for significant people in their life circle to include on the Child and Family Teams.
 - 6) In coordination with the family and the referring agency, invite other members to the Child and Family Team meetings.
 - 7) Conduct and facilitate meetings of the Child and Family Team for each child:
 - a) Create the Child and Family Team;
 - b) Schedule and conduct regular meetings, incorporating process of strength-based planning and needs discovery;
 - c) Record proceedings.
- b. Facilitate the development of the Wraparound Service/Support Plan.
- 1) Facilitate the identification of resources to meet specified needs as determined by the Child and Family Team. Work as a liaison to other agencies who are available within the community to provide components of the Wraparound Service/Support Plan.
 - 2) Assist the Child and Family Team with development of a creative Wraparound Service/Support Plan. Facilitate discussion

of the Child and Family Team to determine how and by whom identified services shall be obtained. These services/supports can be traditional categorical services or services tailored to meet the family's needs.

- 3) Complete and distribute the Wraparound Service/Support Plan to Child and Family Team members and referring agency and the Community Team.
- 4) Develop services to facilitate the Wraparound Service/Support Plan and work with referring agency staff and community team in seeking out services/supports tailored to meet the family's needs as identified by the Child and Family Team.
- 5) Facilitate Child and Family Team review sessions to assess progress and assist in the modification of service/support plans and individual budgets, as necessary.
- 6) The Wraparound Service/Support Plan is to be reviewed every six (6) months at the Community Team and Child and Family Team.
- 7) Act as financial coordinator for the Wraparound Service/Support Plan. Complete the budget to implement the Wraparound Service/Support Plan of the Child and Family Team, with appropriate cost separations for each service and corresponding outcome indicators, and other documentation as outlined in the Wraparound guidelines.
- 8) Initiate the Wraparound process according to the following time table: (**Note:** This is not a crisis intervention process)
 - a) Community Teams are expected to have a regular meeting time and a process to deal with referrals between meetings.
 - b) Present referrals to the Community Team within ten (10) working days of receipt from referring agencies. If the Community Team meets less frequently, an alternative referral process shall be available.
 - c) Meet with the family to conduct the strengths discovery and begin to configure the Child and Family Team. Create a preliminary safety/crisis plan, if needed. This is to be

done within five (5) to ten (10) working days of referral acceptance by the Community Team.

- d) Facilitate a Child and Family Team meeting to assess strengths and needs of family.
 - e) Schedule a second Child and Family Team meeting to formulate the Wraparound Service/Support Plan and determine interventions.
 - f) The Child and Family Team shall meet weekly for the first thirty (30) days for the purpose of plan development.
- 9) The above-mentioned process shall be completed within thirty (30) days. Plans written in this first thirty (30) days are not expected to cover all life domains.
- 10) Coordinate the first Child and Family Team meeting according to the following agenda:
- a) The Contractor will use visual planning techniques (bubble chart, story boarding or other planning techniques), as necessary, to identify the child's and family's strengths and needs in multiple life domains. This discovery will be documented in the case file.
 - b) The parents and other team members shall share equally in the opportunity to participate and make decisions.
 - c) The Wraparound Service Plan is the product of the Child and Family Team process.
 - d) The suggested length for this meeting is no longer than one and one-half (1½) hours.
- 11) Coordinate the second Child and Family Team meeting according to the following agenda:
- a) A written Wraparound Service/Support Plan is developed outlining service provider responsibilities. This shall include a crisis/safety plan.
 - b) The plan shall also include the date and time of the next Child and Family Team meeting. It is recommended that

the Child and Family Team meet weekly, but no less than every thirty (30) days.

- c) The plan must include a graduation plan which specifies specific behavioral outcomes from participating in the Wraparound process. An end date is preferred. However, if setting an end date is not possible, the specific behavioral outcomes to be accomplished should be specified. This will serve as the point at which the family may no longer need the formal Wraparound process.
 - d) Direct Practice and System Persistence commitments are discussed and documented.
 - e) Set dates by which the Child and Family Team members are to get written cost estimates to the Contractor for items/services to be included in the budget.
 - f) The suggested length for this meeting is no more than one and one-half hours.
- 12) Provide for a flexible work schedule determined by the needs of the family, Child and Family Team and Community Team.
 - 13) In conjunction with the Community Team, identify, locate and arrange for training for Community Team members and/or clients, as determined necessary.
 - 14) Attend training as identified and required by the Community Supportive Services Program Office to carry out the mission of the Wraparound process.
- c. Coordinate and monitor the implementation of the Wraparound Service Plan, including:
 - 1) Serving no less than twenty-four (24) Families per year per facilitator. Contracts of shorter duration shall be prorated.
 - 2) Meeting with the Community Support Services Program Office staff to review case records, budgets and adherence to the Wraparound process.
 - 3) The Wraparound planning process must be reviewed every six (6) months. The Wraparound process may continue for longer than six (6) months upon the recommendation of the Child and

Family Team, the Community Team and the approval of the referring agency. This review process shall be completed at each subsequent six (6) month interval, with consideration to family and system outcome achievement. This shall be documented in the family case file. Documentation shall include the reason for continuation and signatures of the parties.

- 4) A projected budget is prepared for each plan. All funds expended in this plan must be directly related to the needs and strategies within the plan and approved by the Community Team.
 - 5) Preparing and copying the Wraparound Service/Support Plan and budget documentation and distributing to the Community Team. The Community Team approves the whole budget and plan. If they have some concerns, these concerns are given to the Contractor who calls another meeting of the Child and Family Team for further discussion. (**Note:** Authorized services must support the decision to prevent out-of-home or return from placement).
 - 6) Upon approval of the Wraparound Service Plan and Budget by the Community Team, a copy of the Plan and Budget shall be delivered to each Child and Family Team member. Each member of the Child and Family Team shall be responsible for their part in the Wraparound Service Plan. The Contractor shall serve as liaison between the participating agencies and report the progress of these resources to the Child and Family Team.
 - 7) Monitor and discuss the Wraparound Service/Support Plan progress monthly, in person, with the Child and Family Team, that includes the case manager of the referring agency. Monitoring includes contact and/or reporting:
 - a) Providers' progress toward outcomes;
 - b) Family satisfaction and progress toward outcomes;
 - c) Oversight of budget expenditures;
- d. Report and Maintain Records.
- 1) Report in person to the Community Team no less than once a month.

- 2) Collect information, maintain records and provide reports as required by the Community Team and/or Community Supportive Services Program Office.
- 3) Maintain a case record for each case accepted for the Wraparound process which shall include, but is not limited to, the following:
 - a) Client referral sheet;
 - b) Date of initial request for service, date of acceptance by the Community Team, and date and time of first and second Child and Family Team meeting;
 - c) Results of the needs and strength discovery as determined through visual planning techniques (bubble charting, story boarding or other planning techniques) must be documented separately in the case file showing or identifying the planning technique. Include process, results, and dates.
 - d) Child and Family Team minutes; notes taken at the Child and Family Team meeting. Include date and times.
 - e) Case Notes; Daily ongoing activities on case, outside the Child and Family Team meeting (phone calls, inquires, etc.) include dates and times.
 - f) Wraparound Service Plan, as developed by the Child and Family Team, including the need, strength, goal or outcome and intervention or action plan;
 - g) Family's response and role in the Wraparound Service Plan and Crisis/Safety Plan development and implementation;
 - h) Monthly Progress Reports: Summarizing:
 - . Specific interventions used, and outcomes of the intervention to date, as well as intended outcome;
 - . Every Child and Family Team meeting;
 - . Placement status at termination, including date.

- . Include date the report is completed.
 - i) Case evaluation/termination summary that details the work with the family. The termination report shall be completed within seven (7) days following the Community Team meeting when the formal Wraparound process was concluded/outcomes were completed.
 - j) The summary of the six (6) and twelve (12) month follow-up evaluation after case closes.
- e. Process Termination of Wraparound Services.
- 1) Discuss recommendations to conclude the Wraparound process with the Child and Family Team with the referring worker present. This meeting shall occur no later than seven (7) days prior to anticipated closure of the case. A written Termination Report, using the required DHS format, shall be submitted to the referring worker no later than ten (10) days after case closure.
 - 2) At six (6) months and one (1) year after the conclusion of the Wraparound process, contact in person or by telephone, the most involved parent in each family and administer a follow-up evaluation. The placement status of the child or children shall be noted and recorded by the Contractor for statistical purposes and evaluation. Provide a copy of the follow-up summary in the family case record and to the local DHS office(s).
- f. Provide for Supervisor to attend The Wraparound Orientation or Three (3) Day Resource Coordinator/Facilitator Training, at least one Supervisor roundtable/training annually and the quality Assurance Training. The Supervisor will meet weekly with the Coordinator/Facilitator. In addition, the supervisor will review and approve by signature and date all required documentation, (Wraparound Plan, Crisis and Safety Plan, Strength Discovery, etc.).
- g. Provide for Coordinator/Facilitator to attend the Three (3) Day Resource Coordinator/Facilitator Training and other trainings as needed.
- h. Provide for back up and support by assuring appropriate support is available to the Wraparound facilitator for such things as case consultation, attendance at meetings, advocacy with other agencies and coverage in case of absences or vacancies.

i. Complete and submit to the Community Support Services Program Office:

1) Quality Assurance Mandatory Tools – As required by the Community Support Services Program Office.

- a) Child Status 0-6
- b) Child Status 7-18
- c) Wraparound Survey
- d) Child & Family Satisfaction Initial and update
- e) Family Interview by Supervisor or Focus Group

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 24

3. Unit Definition: One unit equals one (1) family served including, the implementation and completion of the approved Wraparound Service Plan, in accordance with the time frames established in the service description and written approved plan. Activities shall include, but not be limited to, scheduling meetings, chairing the Child and Family Team meetings, preparing and distributing written reports and budgets, arranging for services as determined necessary by the Child and Family Team, providing technical assistance to various Child and Family Team members and providing transportation as needed for families.

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if:

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 25)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.

- Is supervisory staff required to have an appropriate level of direct care experience?
- 3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
 - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS' needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
- 4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - Length of experience
 - Supervisory
 - Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - Were the terms of the agreement fulfilled satisfactorily?
 - Was DHS satisfied with the quality of services provided?
 - If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:

- Were the purchasers satisfied with the services provided?
- Were the services monitored by the purchasing agency?
- If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 30)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
 - Strength based; solution focused
 - Client centered
 - Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Fiscal Resource Allocation

(Maximum points 25)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?

- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

IV. Availability/Accessibility

(Maximum points 20)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?

E. Transportation

- . Is the bidder located close to public transportation?
- . Is the bidder's plan for arranging/providing client transportation feasible and appropriate?

F. Does the bidder make adequate provision for client transportation needs?

G. Are the bidder's facilities and services easily accessible to clients with disabilities?

H. Is the bidder's plan for addressing client language barriers feasible and appropriate?

I. Does the bidder have an appropriate plan for serving clients with physical disabilities?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - . Brief description of service provided;
 - . Recipient of service;
 - . Dates of service provision;
 - . Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - . Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - . Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - . Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - . For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #2 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #3 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Service #4 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$ _____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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